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givejedahand Dear Lawyer Macdonald

Thank you for your response but I am sorry to say that it fails to eradicate my serious doubts about your clinic. Instead it confirms them.
I think you should speak to your staff about better interaction with your clients, including the ability to say "I'm sorry" when at fault. Had your receptionist done so there would have been no further incident but she seemed unable or unwilling to acknowledge me in any way - beyond handing me a totally inappropriate form!
I continue to believe that your receptionist would not have totally ignored me, and might not even have committed the initial error, had I not been white. I can see At the time I could see no other reason for such persistent egregious rudeness, and your response has only tended to confirm the probability, as I shall explain.
As for harvesting our personal data, while you back-handedly admit that it can be offensive, it's clear that you intend to continue this practice.
In your failure or inability to really address and redress these issues that I brought to your attention, I find you and your clinic incompetent and unprofessional - and suspect from my mistreatment and from your response, that you are systematically racist as well. I think this is a disservice to the neighborhood you are paid a lot of money to serve.
I once attended one of your annual meetings and was appalled by what I saw - a lot of over-entitled gay people who were no longer even queer but who'd learned to benefit themselves by exploiting division within society - not excluding racism in the name of "justice for all," just as they'd learned to prosper (relatively) by exploiting the poor.
When you are called upon for a response, to refer me to some of their academic hack-work is truly shabby. Morgan's argument is sophistry based on false premises including the one that because black people don't have plantations etc., they can't be racist. Black people can have plantations - likewise condos, compounds, and Swiss bank accounts. You could of course define racism any way you like, in order to say it doesn't exist - but you're simply playing with words #streetsoftoronto #streetphotography

DECEMBER 14